

## SBT TIPS & QUICK STEPS FOR TRAVEL ARRANGERS

**BEFORE YOU BEGIN**, prepare and complete as much of the OTA as possible, so that you can immediately *send & forward* to the TMU for OTA Registration and raising of the PR. **You can only make a reservation in the SBT when you have an OTA & PR number.**

### SIGN IN

**Retrieve the profile of your traveler:** (if you have a new traveler not residing in the SBT, you need to create a profile. Refer to SBT Manual, pages 11&16. Also, ensure that you set up the **Approver for the basic system** when you first create your new traveler. Refer to SBT Manual, pages 17 - 20)

- Click on **Travel Arranger Dashboard**
- **Unclick on Show travelers with bookings**
- **Add name of the traveler** and **click on show**
- **Point & click** at the **traveler's name**. A box will open

### To begin to inquiry for flight options:

- Click in the box at the option **"New Flight Booking"**
- **Add outbound city, dates and preferred departure time**
- **Add inbound city, dates and preferred departure time**
- **Add Trip Identification**. i.e. CFA Conference (this information will appear in the confirmation)
- **Select drop down** for the **Trip Purpose** options which are either: **Exception, Official Staff Travel** or **Other Trip Reason**. (These three references refer to travel policy compliance. When the selection is **Exception**, it may require an exception report to be signed by the SG. When the selection is **Official Staff Travel** it applies only to **object code 6301 for OSCE staff**. When the selection is **Other Trip Reason**, it applies to all other object codes/categories of official travel for staff or non-staff).
- **Click on Continue**

### View of airfare options:

Options will be shown in a new screen. (There are 3 fare sorting possibilities. You can view the offers by **Fare, Schedule** or **Flight Duration**. They system automatically shows you first **Flight Duration** but you can change it depending on your preference.)

- **Point & click at the price** to see the inbound options. (Offers that show an airfare amount: this amount **represents the cost of round trip travel**. You can choose the inbound by clicking within the box that contains the departure time of preference).
- **Click on Continue** and you will be on the next screen which provides you with the **Multi-Fare Display**.
- **Review the schedule and costs**
- **Review the refund policy**
- **Click on Continue** to confirm if you have a **compliant offer**. (As long as it doesn't ask you to choose a reason code, you can assume that the offer you chose is the lowest compliant offer within the times required)
- **Review the reasons code** if you did not choose the lowest fare. If you don't find one that is appropriate, you may need an exception report. **Contact the TMU for direction if in doubt**.
- **Click on the Back** button to go back to the **Multi-Fare Display**.
- **Print Screen & send it** to your traveler to document the offer that was available at enquiry.
- **Complete** the OTA
- **Save & send it** to the respective person tasked to register the OTA and raise the PR. (itinerary details, ticket costs + fee of EUR 6.80).
- **Add "SBT"** in remarks section so that the receiver can immediately identify the SBT OTA request.
- **Proceed** to make a reservation once you receive OTA/PR #. If the offer expired, start again.
- **Continue** until you get passed the **Multi-Fare Display** to the screen requiring the information necessary for completing the booking
- **Add** Object code, OTA #, PR #.
- **Continue** through 3 more screens which basically confirm the ticketing deadline, the seating preference and things like frequent flyer memberships. (Most likely no changes required as this information should already have been entered in the profile).

**A booking has been made and should appear in our Outlook box.** (You can also now view the booking in your Travel Arranger Dashboard, visible now under "Show Travelers with bookings").

**Confirm that the Approver for the Basic System is set up for the traveler** (After you finalized the booking, a screen confirming the Approver selection will open).

- **Click on Change Approver Selection** if an approver is not defined. (The screen named **Select the Approver for the Basic System** will open)
- **Click on Find User**
- **Drop down on Trip Approver** and **select** (for example: **OSCE Secretariat, Approver, OSCE Mission to Kosovo, Approver**)
- **Check mark on Default Approver**
- **Click on Add Name**. **The approver is now set up** and your reservation is now waiting for the approval by the respective Executive Structure which takes place upon receipt of the signed OTA. **Ensure** it is received by the established deadline.